



Solicitation Information

April 24, 2014

Addendum #1

RFP # 7548623

TITLE: UPDATE, MANAGE & ENHANCE "INFOWORKS" WEB PORTAL

Submission Deadline: May 5, 2014 @ 10:30 AM (Eastern Time)

PLEASE NOTE THAT THE SUBMISSION DEADLINE HAS BEEN EXTENDED TO MONDAY MAY 5, 2014 AT 10:30 AM.

ATTACHED ARE VENDOR QUESTIONS WITH STATE RESPONSES. NO FURTHER QUESTIONS WILL BE ANSWERED.

**Gail Walsh
State of Rhode Island
Division of Purchases**

Vendor A

1. Who are the previous and current vendors and how long did they have the contract?

A: The current vendor is The Providence Plan. The previous vendor was the National Center on Public Education at University of RI.

2. Did this vendor create the original *Infoworks!* website?

A: No.

3. Is this firm(s) able to bid on this RFP?

A: Yes.

4. Is this firm also the vendor for the companion *SurveyWorks!* website?

A: No. That contract is with WestEd.

5. What was total amount charged per year under the previous contract for *InfoWorks!?*

A: Approximately \$200,000 per year.

6. How long has the current *InfoWorks!* site design and functionality been in place?

A: The current InfoWorks has been live since the 2009-10 school year.

7. What has been the level of traffic and downloads for each of last five years?

A: There are on the average 100 visitors per day.

8. Re: above question, is the RIDE satisfied with these numbers?

A: RIDE would like to see those numbers increase to the spike days, which can reach as many as 700 visitors per day.

9. What does the RIDE want to see done differently or better than before?

A: RIDE has largely been satisfied with InfoWorks. In the future, we would like to see a more streamlined process for getting data posted in a timely manner. This has as much to do with RIDE as it does with any selected vendor.

Vendor B

1. Throughout the document, there are references to the current site, as well as to the new solution, including:

- a. *Implement Reporting application that integrates the current InfoWorks site with then modifications articulated by user feedback.*

AND

- b. *The selected vendor will enhance the public site on an on-going basis as negotiated upon execution of the contract.*

AND

- c. *Implement Reporting application that integrates the current InfoWorks site with then modifications articulated by user feedback.*

- d. Is it correct to assume that the selected vendor will be creating an entirely new solution for InfoWorks!, while incorporating the conceptual or strategic elements from the existing solution that are currently successful. Meaning, it is not the intent of RIDE that the current site, in part of whole, will be utilized in the new solution?

A: It is RIDE's intent that the current site be retained and enhanced.

2. If it is the intent of RIDE to utilize (or have the new vendor maintain in the interim) part or all of the current website/platform, can you please describe the current platform technology? Is it open source or proprietary? How is it currently maintained?

A: It is RIDE's intent to maintain the current website, which was built on open source technology (Ruby on Rails). The site is managed by the vendor who subcontracts with a web development company.

3. The RFP discusses the development of a website, with distribution channels, including email, PDF, etc.

- a. *The vendor will also be responsible for the design, editing, publication, and dissemination of all InfoWorks products.*

- b. Is it correct to assume that the scope of work will not include any print, media, or other materials? If this is incorrect, can you please outline what channels should be evaluated for the scope of work?

A: There will be limited printing deliverables (an updated users guide, for

example). The majority of media materials will be posted on the site for download. It is also anticipated that the vendor will mail out quarterly email blasts.

- c. If there are print materials required, please outline the type, distribution volume, frequency, and estimated page count for each?

A: There will be limited printing deliverables (an updated users guide, for example). The majority of media materials will be posted on the site for download. It is also anticipated that the vendor will mail out quarterly email blasts.

- d. Will RIDE require an enewsletter (monthly, quarterly, etc) which will be written and disseminated by the selected vendor – or, the setup of an enewsletter system for use internally by RIDE?

A: It is anticipated that the vendor will mail out quarterly email blasts.

- 4. The RFP states: *Review and analyze user needs and preferences based on feedback from a broad range of stakeholders (state administrators, content experts, classroom teachers, students, and parents) national organization memberships).*

- a. Will RIDE be collecting this feedback from stakeholders for the vendor to evaluate? Can you describe the type and format that can be expected so that we can properly scope the effort necessary to review and analyze?

A: RIDE expects that the selected vendor will conduct a minimum of four focus groups to gather input on user satisfaction with the site and suggestions for enhancements and modifications.

- 5. _____ would recommend a responsive website – allowing the material to be accessible across devices. Are there any mobile or responsive web design requirements? If so, does the whole website/application need to be mobile/responsive? To assist in evaluating the scope of work, it would be helpful to see current analytics - do you have any current web analytics on mobile usage that you can share?

A: The site must be, and currently is mobile/responsive. Web analytics on this feature are limited.

6. Are there requirements for the new site in terms of platform or programming language? .NET/SQL/open source would be our approach – is this an acceptable solution for RIDE?

A: Yes

7. It would be helpful to have more information about the data. Can you provide information on where it resides, and if there are multiple data sources (even if for historical or archived data?) If so, can you outline the different sources and their output(s)? Would APIs need to be written, or do they currently exist?

A: All of the data reside at RIDE and are accessed by the vendor via FRED (Frequently Requested Education Data) on the RIDE site or via a secure file transfer site set up by RIDE.

8. Also regarding the data - will there be live data feeds to site? If so, can you describe the current or projected process and how often the data are changed?

A: Data are updated according to the RIDE calendar, which is fluid. At a minimum, large scale data updates must be at least quarterly. At this time, there are not live feeds to the site.

9. The RFP notes "seamless linking to other data sites." Can you provide information on the other sites, data sources, and if there are APIs available? Also, it would be helpful to understand what is meant by "seamless" – if it's links to those sites, or if the vendor will be working to re-skin other sites to match the InfoWorks! site, if there are embeds, etc.

A: This means that users should be able to go to and from RIDE's website and other RIDE sites from and to InfoWorks without feeling that InfoWorks is a stand-alone site. The current site does this satisfactorily.

10. Are the number of reports/indicators required for the new solution similar to the current website?

A: Yes, although there will additional enhancements as stated in the RFP. These will be limited and will always be public access data.

11. The RFP notes: *Implement Reporting application that integrates the current InfoWorks site with the modifications articulated by user feedback.* There are a variety of ways dynamic and interactive reporting application can be built (best practices, user feedback and RIDE requirements). In the absence of formal requirements in advance of the scoping process, the final deliverable and scope of work would be a balance of all of those things with budget/timeline. Is that the intent of RIDE?

A: Yes, that is the intent of RIDE.

12. Will there be a need for any end-user logins or registrations to view data? If so, can you please describe the different levels of access?

A: There will not be user log-ins required.

13. The RFP states: *Describe the mechanism by which RIDE will be provided content management authority.* Is this for the website portion or the data report portion – or both? Does RIDE need to have admin access to edit data, or just the static content on the site? Are there any admin tasks that the website would do that we would need to consider?

A: Admin rights are for access to static content on the site, so that RIDE can edit in a timely manner.

14. Does RIDE have any expectations for timeline of phases (stakeholder feedback, requirements, design, programming, content, quality assurance, etc) and launch of the new solution? Embolden will provide a detailed timeline in the initial phase of the project, but it would be helpful to know if there are baseline expectations, and what kind of turnaround RIDE might need for deliverables, reviews and approvals.

A: The site would need to be ready for re-launch by the beginning of the 2014-15 school year.

Vendor C

1. Is the Request for Proposals open to any and all firms that can meet the requirements as listed in the RFP? Or are submissions restricted to firms that currently have service agreements with the State or have pre-qualified as Vendors?

A: Yes. This bid is open to all interested parties.

2. Is there currently an incumbent firm providing these services? If so, will the incumbent be bidding on this project, and can you release the firm's name?

A: The Providence Plan is the current vendor. They are able to bid on this project.